Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Member Services Unit

MEM-CL-Lock-in Eligibility Verification

Purpose:

Members who are referred for Member Health Education Program (MHEP) or Lock-in (LI) review must be Medicaid eligible. Members identified for Lock-in by Health Intelligence report will already have eligibility verified. This process is only for referrals. History of eligibility will be sent and must also be reviewed for members when conducting claims research.

Identification of Roles:

- **Lock-in (LI) Coordinator-** reviews eligibility of member for enrollment in Member Health Education Program or Lock-in Program.

Performance Standards:
NA

Path of Business Procedure:

Step 1: Eligibility is reviewed in the Social Services Number Information (SSNI) screens of Title XIX File
- a. The LI Coordinator will review eligibility history to compare with the members claims when making Lock-in determination
- b. Refer to Member Services Reference Manual for SSNI

Step 2: On the Network Entry System screen, the LI Coordinator will enter User ID, password and press ENTER key
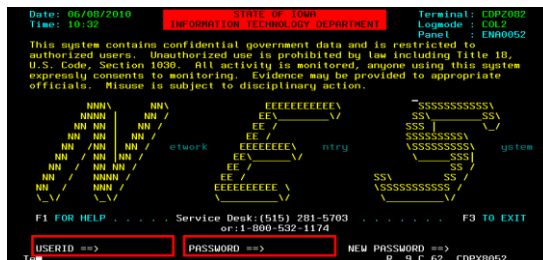
Step 3: On application Selection Menu Screen, the LI Coordinator will enter

command of 01 and hit enter

Step 4: On SSNI selection menu, the LI Coordinator will place an "X" at Title XIX
Inquiry and hit enter

Step 5: The LI Coordinator will enter the State Identification number (SID) and press
enter

Step 6: The LI Coordinator will review eligibility on Eligibility Screen. Fields that
are reviewed include:
   a. Managed Health Care (MHC) Provider- lists code for Health Maintenance
      Organization (HMO) or MediPASS Provider number
   b. Fund Code- Eligible members are listed as 1, A, or C to indicate eligibility.
      Code of 9 indicates member not eligible
   c. Aid Type- lists code for type of eligibility (reference SSNI Manual.) Aid Type
      Desk Aid is also located at \\Dhsime\memsrv_management\CSRManual
      \Section 2 - Answering & Authenticating Calls
   d. Ins- Indicates if member has a Third Party Insurance (TPL)

Step 7: The LI Coordinator may access the SSNI Manual via Internet Explorer.
   a. The manual can be bookmarked as a favorite for easy reference. The URL
      address is:
      http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/Manual_Docum
      ents/Mast er/14-c

Step 8: If member is not eligible, the LI Coordinator will document ineligibility in C3
notes section

Step 9:   When a member who is enrolled in MediPASS is placed on
Lock-in restrictions, the Coordinator will update the member's MMIS
Managed Care file by entering an "L" in the ENRLL status field"

Step 10: MediPASS disenrollment must be completed prior to the
Lock-in restrictions

Forms/Reports:
NA

RFP References:
6.5.6

Interfaces:
SSNI
MMIS
C3
Data Warehouse

Attachments:
NA